



FINNEGAN, HENDERSON, FARABOW, GARRETT & DUNNER, L. L. P.
1300 I STREET, N. W.
WASHINGTON, DC 20005-3315
202 • 408 • 4000
FACSIMILE 202 • 408 • 4400

ATLANTA
404 • 653 • 6400
PALO ALTO
650 • 849 • 6600

WRITER'S DIRECT DIAL NUMBER



TOKYO
011 • 813 • 3431 • 6943
BRUSSELS
011 • 322 • 646 • 0353

February 6, 2001

ATTORNEY DOCKET NO.: 03042.0064
CUSTOMER NUMBER: 22,852

Box Patent Application
Assistant Commissioner for Patents
Washington, D.C. 20231

New U.S. Patent Application
Title: CONTACT CENTER MANAGEMENT
Inventors and addresses: 1) Ian Peter Winham, Putney, United Kingdom
2) Sheena Wilson, Baltimore, Maryland
3) Jim Perkins, Omaha, Nebraska

Sir:

We enclose the following papers for filing in the United States Patent and Trademark Office in connection with the above patent application.

1. Application - 25 pages, including 1 independent claims and 18 claims total.
2. Drawings - 14 sheets of drawings containing 14 figures.
3. The filing fee is calculated as follows:

Basic Application Filing Fee					\$710	\$ 710.00
	Number of Claims		Basic	Extra Claims		
Total Claims	18	-	20		x \$18	
Independent Claims	1	-	3		x \$80	
[] Presentation of Multiple Dep. Claim(s)					+\$270	
Subtotal						\$ 710.00
Reduction by 1/2 if small entity						-
TOTAL APPLICATION FILING FEE						\$ 710.00

Assistant Commissioner for Patents

February 6, 2001

Page 2

6. A check for \$710.00 is enclosed. The fee includes
\$710.00 filing fee.

This application is being filed under the provisions of 37 C.F.R. § 1.53(f).
Applicants await notification from the Patent and Trademark Office of the time set for
filing the Declaration.

Please address all correspondence with respect to this application to:

Finnegan, Henderson, Farabow,
Garrett & Dunner, L.L.P.
1300 I Street, N.W.
Washington, D.C. 20005-3315

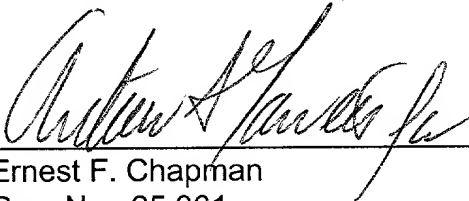
Please accord this application a serial number and filing date.

The Commissioner is hereby authorized to charge any additional filing fees due
and any other fees due under 37 C.F.R. § 1.16 or § 1.17 during the pendency of this
application to our Deposit Account No. 06-0916.

Respectfully submitted,

FINNEGAN, HENDERSON, FARABOW,
GARRETT & DUNNER, L.L.P.

By:


Ernest F. Chapman
Reg. No. 25,961

EFC/FPD/mld
Enclosures